

1.POSITION DESCRIPTION	
Job Position Code:	
Job Title:	Sales Officer
Job Grade:	
Department:	Sales Department
Reports To:	Sales & Business Development Manager
Brand	PhD Assistance
About Guires:	Guires Solutions Pvt Ltd. Is a Global Research & Development based KPO company. The company has now diversified and extended its reach into several domains. The company has experienced a remarkable growth. Services would include industry and market research, data analytics, branding and marketing. Flexible and cost –effective solutions are provided with maximum impact.
Job Purpose:	The individual in this role will also be known as: <ul style="list-style-type: none"> • Sales Ninja/Guru • Identifying new sales leads and converting as customer • Pitching products and/or services • Maintaining fruitful relationship with existing customers <ul style="list-style-type: none"> + Driver of profitable growth + Hunter of opportunities
Work Schedule:	Full Time (Flexible Timings), Monday – Saturday (except second Saturday)
Required Qualification:	Bachelors or Masters (Business & Marketing/Operations) degree in recognized University ; Market research* add-on advantage
Required Experience:	Minimum of 2-3 years’ experience in related field.
Required Knowledge/Skills:	<ul style="list-style-type: none"> • Ability to meet and/or exceed monthly and quarterly sales quotas • Ability to create and deliver client presentations, especially power points and/or white papers • Impeccable customer service skills • Excellent interpersonal communication skills, both verbal and written • Motivated, driven attitude • Sales-driven, results-driven, and target-driven attitude • Aptitude for persuasion and negotiation • Expert in time management • Organized work ethic

Job Description:	<ul style="list-style-type: none">• Service current accounts and develop new accounts to meet sales targets through effective technical sales presentations and utilization of support services.• To source and secure new business to ensure optimal growth for the company products, in accordance with new business targets set.• Conduct market research to identify selling possibilities and evaluate customer needs• Actively seek out new sales opportunities through cold calling, networking and social media• Set up meetings with potential clients and listen to their wishes and concerns• Ensure the availability of stock for sales and demonstrations• Negotiate/close deals and handle complaints or objections• Collaborate with team to achieve better results• Resolve customer complaints regarding sales and service.• Monitor customer preferences to determine focus of sales efforts.• Review operational records and reports to project sales and determine profitability• Determine price schedules and discount rates. <p>Position Contributions:</p> <ul style="list-style-type: none">• Establish a clear sales' plan which focuses on prospecting for new accounts. Identify accounts in territory and competitor share within accounts.• Define and negotiate the terms of the contracts/programs and ensure support and approval from all stakeholders both internally and externally.• Effectively position as an industry leader, expand product reach and promote value-added services.• Effectively analyze existing database information and utilize that information to identify buying trends, opportunities and concerns.• Coordinate the available company resources to execute effective account management plan.• Prepare reports and presentations for communicating sales progress, results and activity within account territories.• Create and maintain a pipeline of leads and opportunities through the participation in conferences and business events (virtual or in person).• Travel as required, up to 30%.• Impact we are looking for in first 90 days• This individual should integrate themselves with internal team members, develop an understanding of their territory, and build their knowledge of our existing products and manufacturing capabilities
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2. ROLES, RESPONSIBILITIES & AUTHORITY

Role	Responsibilities	Authority
<p>Sales officer- SALES DEPARTMENT.</p> <p>Reporting to the Sales and Business Development Manager.</p>	<ul style="list-style-type: none"> • Respond to all incoming calls, mails and referrals or in person with CRM and spread sheet and send greetings or welcome mail to the requested requirement • Update lead details in Google spread sheet and CRM • Follow-up (call, email and Whatsapp) are made and noted in spread sheet. • Follow-up Unresponsive clients are in regular time intervals and convert them into opportunities. • Analyse and update the basic requirement by mail and call if confirmation clients are connected to the SMEs if necessary. • Analyse and monitor the availability of technical tools and experts for the Requirement with Production department • Select the Value proposition based on the requirements and is intimate to the client by Whatsapp and mail. • Close the project if the client disagrees with the proposal or fails to respond after 5 days, follow-ups. • Grant Discount if customers request 2-5% negotiation, discount is given if the customer requests further negotiation with the consent • Inform about the payment method once the customer agrees with the terms of the price and payment. • Receive confirmation from the BH, the mail confirmation from the respective gateways shall be considered as confirmation of payment. • Create a Project code and send by mail to the client and PSM team. • Create BRD that will be sent as needed to the guidance team, softcopy will be mailed and hardcopy signed will be forwarded to the team • Track and update all information in the CRM 	<ul style="list-style-type: none"> • Authorise to answer all sales related incoming telephone calls and emails. • To create and close projects. • To implement solutions and create status reports. • Analyze Potential Markets Before Product Launch

	<ul style="list-style-type: none">• Create project code in CRM and the guidance team will be given access to the project.	
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